



# Update Sunnyvale

News From Your City Manager

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May 14, 2020 – Your weekly source for coronavirus support and service updates

## [Businesses Must Continue to Follow Local Shelter-in-Place Order](#)

Sunnyvale business owners should continue to observe the local [Santa Clara County Shelter-in-Place Order](#) despite changes announced by Governor Newsom loosening restrictions as part of the state's [Phase 2 reopening](#). If a county order differs from a state order, the more restrictive order takes precedence. Until the local conditions warrant, our more restrictive local order in Santa Clara County must be followed. For example, curbside pickup from non-essential businesses may not yet begin in Santa Clara County. The County will continue to study [the indicators](#) it has established to evaluate the local community and amend their health order as warranted in the best interest of community health.

## [Updated Guidelines: Reducing Infection, Graduations, and Contact Tracing](#)

Santa Clara County Public Health issued updated guidelines and information on several topics this week. As more people return to work outside their homes, the County offered tips on [how to reduce the risk of infection](#) while at work, traveling and at home. Also, the County Office of Education and the Public Health Department offer joint guidance and describe [options for graduating students](#) to be recognized and receive a diplomas or certificates at school campuses. Finally, learn about [contact tracing](#), why it is important, what the County is doing to expand its efforts in this area, and opportunities to assist the County with this important work.

## **CITY SERVICE UPDATES**

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## [Recommended Budget Addresses COVID-19 Fiscal Impacts](#)

The City released its [FY2020/21 Recommended Budget](#) this week. The COVID-19 pandemic has affected the City's finances. To balance the budget, we are making many difficult recommendations. These include reducing and deferring services, freezing hiring for vacant positions, using reserve funds, and reallocating costs. The goal is to maintain a core level of services and invest in necessary projects. The City Council will review and discuss the recommended budget at the Budget Workshop on May 21. View the [agenda](#) online.

## [NOVA Fills Increased Demand for Services](#)

NOVA has been delivering services remotely since the shelter-in-place order began, providing over 1,700 services to customers during this time. This includes 978 career advising appointments, job search workshops for 106 attendees, and 617 services to members of ProMatch, a networking program serving dislocated workers from professional fields. The demand for reemployment assistance has

been strong and is expected to surge in the coming weeks. To learn more about NOVA, visit the [NOVA website](#), email [info@novaworks.org](mailto:info@novaworks.org) or call 408-730-7232.

#### [Tennis Center Reopens for Limited Play on May 15](#)

The Sunnyvale Tennis Center will reopen on May 15. Lifetime Activities, the Center's operator, will be following state and county guidelines. Tennis will be limited to community singles play and pickleball singles, with two people max per court from the same household. Reservations and details are [online](#).

#### [Slurry Seal Street Maintenance Project Underway](#)

The City's annual slurry seal project is underway, now through June 22. This important street maintenance program will address 130 street segments, covering 5.1 million square feet of roadway. City maintenance crews prepared the streets by patching areas and sealing cracks this past fall and winter. The final treatment, called a slurry seal, applies a thin layer of oil mixed with additives to seal the entire surface and extend the life of the street. Residents will receive notices and "No Parking" signs in advance of the work. View the [schedule](#) for updates, or contact us with any questions at 408-730-7415 or [pubworks@sunnyvale.ca.gov](mailto:pubworks@sunnyvale.ca.gov).



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### OTHER NEWS

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#### [Public Hearing for Utility Rates Will be June 23](#)

On June 23, the City Council will consider new rates for water, wastewater and solid waste utilities. The City mailed annual notices about the new rates to residents last week. Rates for water and solid waste are proposed to remain flat. Wastewater is proposed to increase by 4%. A typical monthly bill for a single-family household would increase \$2.05. Sunnyvale utility rates will remain among the lowest of cities in the area. To file a written protest of the proposed changes, refer to the [Notice of Public Hearing](#). Protests must be received in writing by June 23.

#### [Freegal Music Service Added to Library's Digital Content](#)

Library cardholders can now access Freegal Music through the Sunnyvale Public Library. Freegal Music offers access to about 15 million songs, including Sony Music's catalog of legendary artists and over 40,000 music videos. The total collection is comprised of over 40,000 labels with music that originates in over 100 countries. There is no software to download, and there are no digital rights management restrictions. Customers can stream up to 3 hours per day and download up to 3 songs per week. Downloaded songs are yours to keep for personal use only. Streaming and download limits reset every Sunday at 10 p.m. Pacific time. Listen to music by going to [Freegal online](#) or download the free mobile app for iOS, Android, and Kindle Fire devices.

## RESOURCES

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### Sunnyvale

- **City Service Impacts** – Before calling or visiting a City facility, check the [City COVID-19 webpage](#).
- **Sunnyvale Serves Phoneline** – If you need assistance related to the shelter-in-place order, call the City at 408-730-7360, Monday through Friday, 8:30 a.m. to 5 p.m., or submit inquiries online at [Access Sunnyvale](#).
- **Sunnyvale Community Services** – SCS helps low-income families and seniors with financial aid, food distribution and case management. [Learn about services and how to donate](#).
- **Support Sunnyvale Businesses** – Support Sunnyvale restaurants and businesses providing essential services. Find store listings and information on the new [Sunnyvale Business webpage](#).
- **Volunteering** – Want to help during this difficult time? Fill out a [City Volunteer Interest Form](#). We'll match your preferences with opportunities as they become available.
- **Entertainment** – Find creative ideas and helpful tips while sheltering in place by following us on Facebook: [@sunnyvalelibrary](#); [@SunnyvaleRecreation](#); [@SunnyvaleEnvironmentalServices](#)

### Regional

- [2-1-1 phone and text services](#) are available 24 hours a day, 7 days a week, in 150 languages to answer your questions about COVID-19.
- **Silicon Valley Strong** – Centralized resources and information organized by Silicon Valley cities.
- **Meals and Groceries** –
  - [Second Harvest of Silicon Valley](#): Call 800-984-3663 or text GETFOOD to 408-455-5181 to request assistance with food resources.
  - [Senior Nutrition Program](#): Serves adults aged 60+, their spouses, and disabled adults living with older adults. Following a take-out model at most locations.
- **Housing** – If you are at risk of losing your housing or missing an upcoming rent payment, contact the [Homelessness Prevention System](#) to request financial assistance and supportive services.
- **Employment** – [File a claim](#) with the California Employment Development Department if you are unable to work, have reduced hours or are caring for an ill or quarantined family member.
- **Donate** – Support local area residents, businesses and community-based organizations through the [Silicon Valley Strong Fund](#).
- **Give Blood** – The Red Cross needs healthy, eligible people to give blood or platelets. Visit [RedCrossBlood.org](#) or call 800-RED-CROSS (800-733-2767).
- **Avoid Scams** – The Federal Trade Commission has [tips to protect yourself](#) and a way to report scams.

We are grateful to the many staff and volunteers who have been helping community members with groceries, meals and other services at City facilities and Sunnyvale Community Services. We have served hundreds of people over the past week and will continue to do so. Thank you for your patience and flexibility as we face this crisis. Sunnyvale is a strong community and we will get through this together.